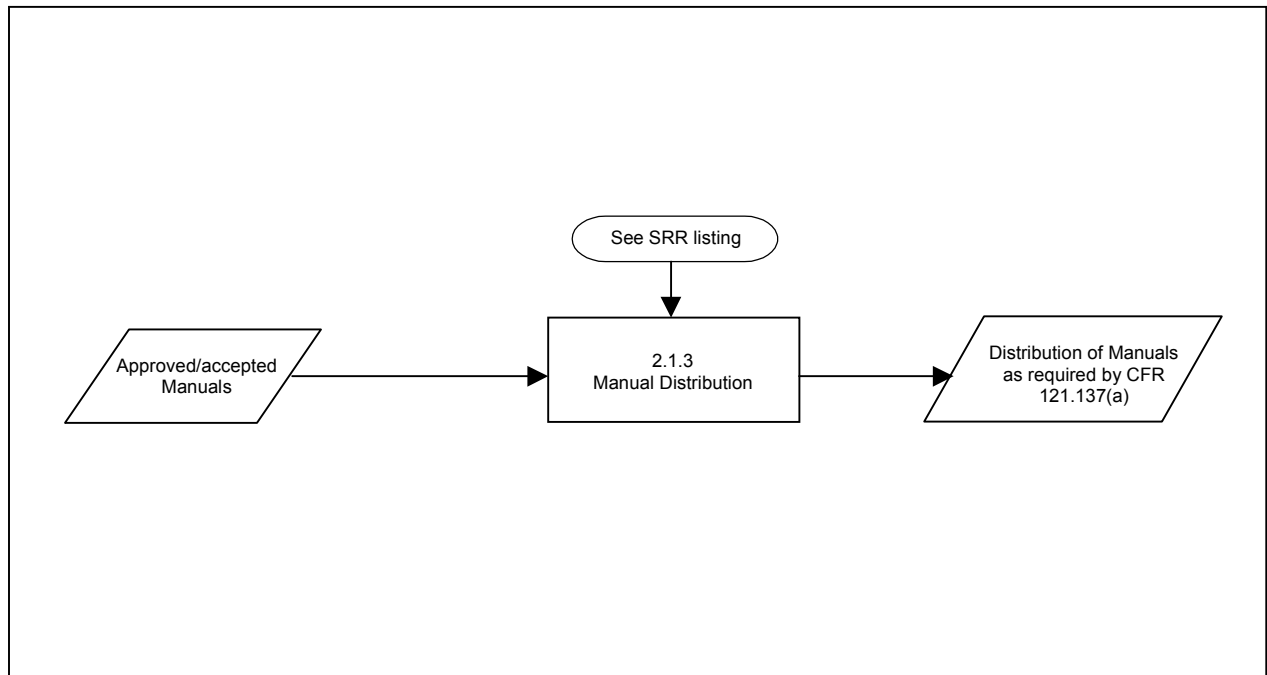


Safety Attribute Inspection (SAI) Job Aid



ELEMENT SUMMARY INFORMATION

Element: 2.1.3 Manual Distribution

Purpose of this Element (Air Carrier's responsibility):
To distribute accepted/approved manuals.

Objective (FAA responsibility): To determine if the Air Carrier follows its procedures and controls for the Manual distribution process.

Inputs:

- Accepted/Approved Manuals

Outputs:

- Distribution of manuals as required by 121.137 (a).

Performance Measures:

- Those who need manuals have access to them.

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SRR:

- 121.137 (a-c) Distribution and availability
- 121.360 (b) Ground proximity warning / glide slope deviation alerting system

Other CFRs and/or FAA Guidance:

- 14 CFR 119.65 (e) Management personnel required for operations conducted under part 121 of this chapter.
- 14 CFR 121.135 (a-c) Manuals: Contents
- 14 CFR 121.141 (b) Airplane Flight Manual
- 14 CFR 121.369 (a, b) Manual Requirements

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SRR SPECIFIC INFORMATION

SRR	Intent	Inspectors
121.137 (a)	To require that an air carrier provide manuals to its employees and the FAA.	<i>Certification: Operations and Maintenance</i> <i>Surveillance: Operations and Maintenance</i>
121.137 (b)	TBD	<i>Certification:</i> <i>Surveillance:</i>
121.137 (c)	To require that any alternate means of distributing a carrier's maintenance manuals be acceptable to the FAA and in English.	<i>Certification: Operations and Maintenance</i> <i>Surveillance: Operations and Maintenance</i>
121.360 (b)	TBD	<i>Certification:</i> <i>Surveillance:</i>

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2.1.3 Manual Distribution

SECTION 1 - RESPONSIBILITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Distribution process.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who is responsible for the quality of the Manual Distribution process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Manual Distribution process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who is answerable for the quality of the Manual Distribution process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has responsibility for the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has authority to establish and modify the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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2.1.3 Manual Distribution

SECTION 2 – AUTHORITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Distribution process.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who has the authority to establish or modify the Manual Distribution process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Manual Distribution process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier's policies for the Manual Distribution process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the individual know who has the responsibility for the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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2.1.3 Manual Distribution

SECTION 3 – PROCEDURES ATTRIBUTE

Objective: To determine if the air carrier has documented procedures for accomplishing the Distribution process.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Manual Distribution process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Manual Distribution process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Manual Distribution process to gain an understanding of the procedures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Do written procedures exist to achieve the desired result of the Manual Distribution process:

1.1 Do procedures exist to ensure that the carrier provides its personnel and FAA inspectors with manuals?[SRR 121.137 (a)]

☐ YES **If no, explain:**
☐ NO

1.2 Do procedures exist to ensure that any alternate means of distributing the air carrier's maintenance manuals be acceptable to the FAA and in English? [SRR 121.137 (c)]

☐ YES **If no, explain:**
☐ NO

2. Do the procedures identify: who, what, where, when and how?

☐ YES **If no, explain:**
☐ NO

3. Are the procedures in compliance with the CFR(s)?

☐ YES **If no, explain:**
☐ NO

4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)?

☐ YES **If no, explain:**
☐ NO

5. Does the air carrier have the resources to support the written procedures for the Manual Distribution process?

☐ YES **If no, explain:**
☐ NO

6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure).

☐ YES **If no, explain:**
☐ NO
☐ N/A, No alternate procedures exist for this element

7. Are the procedures published in different manuals relating to the Manual Distribution process consistent?

☐ YES **If no, explain:**
☐ NO

8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Manual Distribution process?

☐ YES **If no, explain:**
☐ NO

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SECTION 4 – CONTROL ATTRIBUTE

Objective: To determine if checks and restraints are designed into the Distribution process to ensure a desired result is achieved.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Manual Distribution process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI
3. Discuss the Manual Distribution process with appropriate personnel to gain an understanding of the controls.
4. Observe the Manual Distribution process to gain an understanding of the controls.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following checks and restraints built into the Manual Distribution process:

1.1 Are manuals only distributed through the air carrier's "clearinghouse" (e.g., Tech Library or Publications Department)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
-----------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------

1.2 Does the air carrier require the receipt of revision to contain the revision number and signature of the manual holder?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
-----------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------

1.3 Does the air carrier prohibit unauthorized reproduction of manuals?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
-------------------------------------------------------------------------	--------------------------------------------------------------------------------

1.4 Does every manual have a unique serial number?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
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1.5 Does the air carrier identify, by name, each manual holder?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
-----------------------------------------------------------------	--------------------------------------------------------------------------------

1.6 Does the air carrier have a distribution tracking system that identifies holders of specific manuals?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
-----------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------

1.7 Does the air carrier require verification of receipt from the manual holder?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
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2. Do the checks and restraints ensure the desired result is achieved for the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
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3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
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4. Does the air carrier have the resources to support the checks and restraints for the Manual Distribution process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
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2.1.3 Manual Distribution

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

Objective: To determine if the air carrier measures and assesses the Distribution process, to identify and correct problems or potential problems.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Manual Distribution process.
2. Discuss the Manual Distribution process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Manual Distribution process to gain an understanding of the process measures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. <Deleted>

2. Does the air carrier's Manual Distribution process include the following process measurements?

2.1 *An independent audit of manuals to ensure currency, completeness, and authenticity.*

☐ YES **If no, explain:**
☐ NO

2.2 *An independent auditor tracks and analyzes distribution problems, and provides feedback to manual distributor(s).*

☐ YES **If no, explain:**
☐ NO

3. Does the air carrier document their process measurement methods and results?

☐ YES **If no, explain:**
☐ NO

4. Are the air carrier's process measurement methods effective?

☐ YES **If no, explain:**
☐ NO

5. Does the air carrier use their process measurement results to improve their programs?

☐ YES **If no, explain:**
☐ NO

6. Are the process measurement results accessible to the FAA?

☐ YES **If no, explain:**
☐ NO

7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Manual Distribution process?

☐ YES **If no, explain:**
☐ NO

8. Does the air carrier have the resources to support the process measurement for the Manual Distribution process?

☐ YES **If no, explain:**
☐ NO

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SECTION 6 – INTERFACES ATTRIBUTE

Objective: To determine if the air carrier identifies and manages the interactions between the Distribution process and the other element processes within the air carrier organization.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Manual Distribution process.
2. Discuss the Manual Distribution process with appropriate personnel to gain an understanding of the interfaces
3. Observe the Manual Distribution process to gain an understanding of the interfaces.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following interfaces identified for the Manual Distribution process:

1.1 Outsource Organization (Element 1.3.7)

☐ YES **If no, explain:**
☐ NO

1.2 Manuals (System 2.0)

☐ YES **If no, explain:**
☐ NO

1.3 Outsource Crewmember Training (Element 4.2.9)

☐ YES **If no, explain:**
☐ NO

1.4 Line Stations (Servicing and Maintenance) (Element 5.1.1)

☐ YES **If no, explain:**
☐ NO

2. List any additional interfaces identified:

3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?

☐ YES **If no, explain:**
☐ NO

4. Are there controls to ensure that interfaces occur?

☐ YES **If no, explain:**
☐ NO

5. Are the interfaces between the Manual Distribution process and other processes treated consistently in the Manual(s)?

☐ YES **If no, explain:**
☐ NO